GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1370
ANSWERED ON:23.11.2016
Passenger Security and Amenities
Mohammed Shri Faizal P.P.

Will the Minister of RAILWAYS be pleased to state:

(a) the present status of the railway passenger security and amenities in the country including Kerala;

(b) whether the Railways has received any letter from the National Human Rights Commission in this regard;

(c) if so, the details thereof; and

(d) the follow up action taken by the Railways in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) to (d): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 1370 BY MOHAMMED FAIZAL TO BE ANSWERED IN LOK SABHA ON 23.11.2016 REGARDING PASSENGER SECURITY AND AMENITIES.

(a): Policing on Railways being a State subject, prevention of crime, registration of cases, their investigation and maintenance of law and order in Railway premises as well as on running trains are the statutory responsibility of the State Governments, which they discharge through Government Railway Police (GRP). However, Railway Protection Force (RPF) supplements the efforts of GRP by providing better protection and security of passenger area and passengers and for matters connected therewith. RPF escorts important trains in affected areas and also provide access control duties at important and sensitive stations.
Besides, the following steps are also being taken by the Railways to provide security:

1. On vulnerable and identified routes/ sections, 2500 trains (on an average) are escorted by Railway Protection Force daily, in addition to 2200 trains escorted by Government Railway Police of different States daily.
2. Security Help Line number 182 is made operational over Indian Railways for security related assistance to passengers in distress.
3. Surveillance is kept through CCTV cameras, provided at about 344 stations over Indian Railways, to ensure safety and security of passengers.
4. Joint drives by Commercial Department and RPF are conducted from time to time against the entry of unauthorized persons in trains and railway premises.
5. The ladies special trains running in Metropolitan cities are being escorted by lady RPF constables.
6. Regular coordination is made by RPF with the State Police/ GRP authorities at all levels for prevention of crime, registration of cases, their investigation and maintenance of law & order in Railway premises as well as on running trains.

Indian Railways has more than 8000 stations. It has always been the endeavour of the Railways to provide adequate amenities to the passengers at the stations. Certain amenities are provided at the time of construction of new stations based on anticipated traffic. Amenities are further augmented from time to time with growth in passenger traffic at stations, based on the needs and expectations of the travelling public and the availability of funds. However, upgradation of passenger amenities is a continuous and on-going process.

(b) to (d): No specific letter regarding present status of the railway passenger security and amenities in the country including Kerala has been received from National Human Rights Commission (NHRC) except the letter regarding visit of Special Rapporteur of NHRC for South Zone to Palakkad Division of Southern Railway for review of Women's Safety on trains and hygiene standard on Railways, in the month of October 2016. No further report has been received from NHRC in this regard.

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